

# Courier

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## Alternate Emergency Operations Center opens

With the new AEOC, the county will be able to better respond to emergency situations much faster and more effectively. The new facility, located in the Fairfax County Govern-

ment Center, boasts state-of-the-art capabilities that allow better and faster coordination between county agencies and regional emergency preparedness organizations.

*See AEOC, page 2*



*The Board of Supervisors and county leaders cut a ribbon opening the new AEOC on Sept 13.*

## Millennium Forum

### Leadership Under Fire

At the Sept. 8 Millennium Forum, former Montgomery County Police Chief **Charles Moose** outlined four

keys to effective leadership exhibited during

the sniper crisis of Oct. 2002: teamwork, technology, media and commitment. Moose's presentation was so powerful that one attendee's evaluation summed up what seems to be the general audi-

ence reaction: "have him again and make employee attendance mandatory."

"I learned to ask for help," Moose said,

explaining one of the hardest lessons he learned during the

investigation. Moose headed the multi-jurisdictional task force that included local, state and federal agencies who worked together to apprehend John

*see Forum, page 3*

**"I learned to ask for help."**

*AEOC, from page 1*

"The new AEOC is probably one of the best equipped and operationally-ready facilities in any local municipal area," said **Doug Bass**, Fairfax County's emergency management coordinator, who with other county responders, examined the capabilities of several top emergency response facilities across the country. "It will be in close proximity to and improve interconnectivity with county agencies."



**Ralph Jaquess, FMD,**  
served as project manager.

In the planning phase for more than 18 months, the facility was constructed in about four months, according to **Ralph Jaquess**, Facilities Management Division project manager. "The AEOC became our top

priority after funding was completed," said Jaquess. He also praised the contractors and vendors for their cooperation and response in getting the facility completed within schedule. "There were many times we developed solutions to unique situations that were unforeseen," he said.

**Gary Ball**, deputy coordinator of the Office for Emergency Management, said constructing and equipping the new 4,000 square foot facility cost approximately \$3 million, of which 80 percent was federally funded. In addition to leading edge technology, the center will have redundant systems. "Redundant systems in any emergency response situation is imperative. We have back up

power, computer and communications systems that will ensure our rapid response," said Ball.

For now, the new AEOC, which opened Sept. 13, replaces the emergency operations center that was co-located with the Public Safety Communications Center at the former Pine Ridge Elementary School. The EOC will be part of the new Public Safety and Transportation Center planned to open in 2007, with the new AEOC continuing as an alternate facility.



**Staff members of the Office of Emergency Management** have worked hard on this project.

**The next  
"Connect with the  
County Exec"  
will be broadcast on  
FCTN from the  
AEOC today,  
Sept. 17,  
at 2 p.m.**

The AEOC has 60 workstations equipped with laptop computers that are connected to county agencies, regional organizations and other responders in emergency situations. Members of emergency teams can post information on actions being taken by response teams as well as showing information on road closures, weather conditions, school closings and other situations. "The information will be realtime and consistent, allowing all participating parties to have the same information," said Bass, pointing out that the computers will be networked with regional agencies such as the Virginia Department of Transportation and Washington metropolitan area agencies. Another advantage of the AEOC is that current and consistent information will be broadcast on Channel 16, the county's cable television station, which can be viewed by employees and residents. ■



**Doug Bass, director of the Office of Emergency Management (r)** listens as others offer compliments on the new facility.

*Forum, from page 1*

Muhammad and Lee Boyd Malvo. The task force grew to more than 1,000 people from around the metro area and across the U.S.

Moose believed the task force was a model of collaboration because many of the key players had been participating in meetings and conference calls in the year since the 9-11 and anthrax attacks. "We were dealing with people we already met," Moose said, encouraging county staff to have a more positive attitude toward the many meetings we're asked to attend.

Moose's team was successful because of shared leadership, Moose said. Instead of Montgomery County trying to handle everything, "we looked for strength. We let people do what they do best." For example, the Bureau of Alcohol, Tobacco and Firearms had the best ballistics lab, so they handled that part of the investigation. The FBI had the best DNA lab, so they handled those kinds of forensic evidence. The key to collaborating with others, Moose stressed, is to ask, "How can I help, not how can I take over."

Another key to success is the use of technology. By including the federal government in the investigation, Moose and his team gained access to Department of Defense technology, which is much more sophisticated. But Moose stressed that leaders should keep technology in its proper perspective. "Please do not pay for your technology by

getting rid of your people," he said.

Moose cautioned against over-reliance on technology, which is likely to be targeted by terrorists. "The technology we depend upon may be taken away in a crisis," Moose reminded county staff, urging leaders to make sure staff know how to keep operations running with low or no-tech methods.

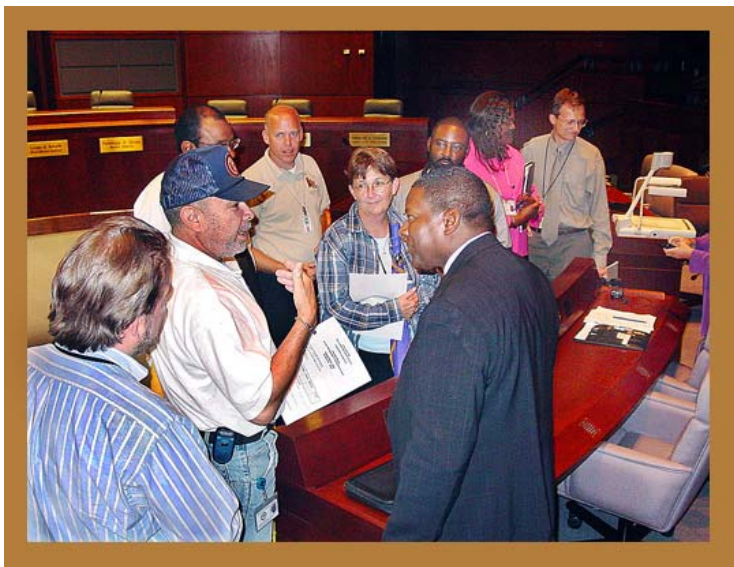
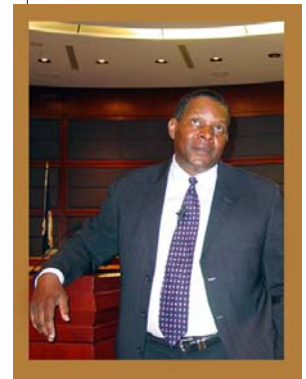
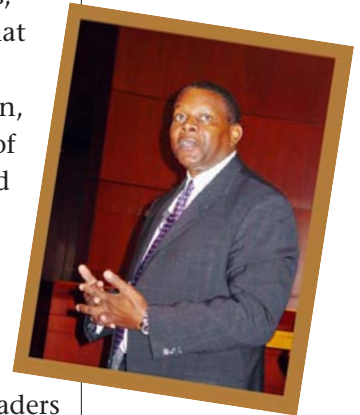
In dealing with the media during the sniper crisis, Moose adhered to a slogan he learned in the military: "Maximum disclosure with minimum delay." An advantage of an open, honest relationship with the press, Moose believes, is that officials learn what reporters have uncovered, and can work with them to solve problems. In addition, the media can give agencies thousands of dollars worth of free publicity if handled correctly.

Moose finished his presentation by discussing commitment. He shared how he met with his task force at the end of each day to not only talk about problems, but also to share success stories. Leaders need to demonstrate their commitment and concern, Moose stressed. He talked about how he cried at a media briefing after the shooting of a 13-year-old boy in Prince George's County. Although some called him too emotional and suggested he step down, the citizens of Montgomery County rallied around him, encouraged to see that someone in charge actually cared.

"Tomorrow is not promised to any of us," Moose summarized.

To borrow a videotape of Moose's presentation from the Employee Lending Library for Video Instructional Services (ELLVIS), call 703-324-8318, TTY 703-324-8365. You can e-mail [MillenniumForum@fairfaxcounty.gov](mailto:MillenniumForum@fairfaxcounty.gov) to receive announcements about future Millennium Forum presentations. ■

by Pat Bangs,  
Fairfax County Public Library



Admirers talk with the former police chief.

# Bond Referendum

Fairfax County voters will be asked to vote on four bond questions on Nov. 2 – human services, libraries, parks and park facilities, and transportation. The human services bond, if passed, will fund construction, renovation and capital renewal of mental health and juvenile court facilities. The library bond will fund construction of two new branches and renovation of four existing branches. The park and parks facilities bond funds will be used by the Fairfax County Park Authority and the Northern Virginia Regional Park Authority to acquire land, develop new facilities and renovate existing facilities. The transportation bond will fund the county's share of the Washington Metropolitan Area Transit Authority's capital program and the county's four-year transportation plan, which includes pedestrian, highway and transit improvements. Human services and library bond issues are explained below. The park and transportation bonds will be discussed in the Oct. 1 issue of *Courier*.

## Human Services Facilities Bond

The Human Service Facilities bond totals \$32.5 million. The intended areas of use are:

### **Construction and Renovation**

Twenty million dollars are intended for construction and renovation of mental health facilities. This will include the renovation of the Mount Vernon and Woodburn Community Mental Health Centers. Both facilities are in buildings over 30 years old and, with the growing population of the county, there has been an increased demand for services. These two facilities currently serve 70 percent of the people who receive emergency and outpatient mental health services in the county.

The Gregory Drive mental health facility, in Lee District, currently houses up to eight residents. The redeveloped facility will allow space for up to 16 residents, fulfill federal requirements and consolidate services from other locations.

Ten million dollars will be used to construct and renovate two Juvenile and Domestic Relations District Court service facilities – the Girls' Probation House and the Less Secure Shelter. The Girls' Probation House, a 60-year old structure, no longer meets the requirements of current building codes. The Less Secure Shelter will add 12 beds to alleviate the overcrowding.

### **Capital renewal**

Two and one-half million dollars will be used for a planned program of repairs, improvements and restorations. This will include replacement of major structural components and/or building subsystems. ■

## Public Library Facilities Bond

The Public Facilities bond totals \$52.5 million for library construction, renovation, renewal and studies for future renewal projects and contingencies.

### **Library Construction**

The bonds would construct two 17,000 square-foot branches to be built due to the projected 15 percent population growth and demand for services. One branch will be the Oakton Library (Providence District) and the other will be the Burke Centre Library (Braddock District). The estimated cost of the two branches is \$18.8 million and would be completed in 2007.

### **Library Renovation**

The renovation of existing libraries will include four branches all built in the 1960s. These branches include the Thomas Jefferson Library, the Richard Byrd Library, the Dolley Madison Library and the Martha Washington Library. All four branches were built at approximately 10,000 square-feet and have become limited due to Fairfax County's continuous growth.

The renovations will expand these branches to approximately 16,000 to 19,000 square-feet. The cost of renovation is estimated at \$29.5 million.

### **Library Renewal**

Two and one-half million dollars are planned for repairs, improvements and restorations in existing facilities.

### **Future Projects and Contingency**

The remaining funds may be used for preliminary designs of major renovations needed at five other library branches. ■

**For more  
information  
about the  
2004 Bond  
Referendum,  
visit**

**[www.fairfaxcounty.gov/opa/bond](http://www.fairfaxcounty.gov/opa/bond).**

## Online pay advice is coming fast!

Beginning Oct. 1, county employees can view their pay advices, or pay statements, online through Online Time. Employees who enroll in the online pay advice program can view three pages of pay and leave information the Tuesday before pay day. Pay advices for 36 pay periods will be available online so employees won't need to maintain paper file copies. However, employees can make print screen copies or send the pay advice to their e-mail accounts.

From Oct. 1 until Dec. 31, current employees may try the online pay advice while continuing to receive a hard copy in the mail. On Jan. 1, 2005, only employees enrolled in the online pay advice program will have online viewing access. Persons receiving their pay advice online cannot revert to a mailed pay advice until the online pay advice "open enrollment" period next October. Employees not participating in the online pay advice program may join at any time during the year, however.

Instructions on how to sign up for the online pay advice will be provided in the Oct. 1 *Courier*. Watch for it! ■

## New residential building code

On Oct. 1, a new residential building code will go into effect throughout Virginia. The new 2000 Virginia Uniform Statewide Building Code will have a significant impact on homeowners who plan to finish a basement to create additional living space.

Plans for all furnished basement projects in non-sprinklered homes submitted on or after Oct. 1 must identify an emergency escape window or door to the outside from the basement to ensure fire safety requirements. Many unfinished basements may already have an emergency escape window or door. However, if these options are lacking, one must be provided by cutting a new opening and meeting specific size requirements within an existing foundation.

Specific requirements and additional information are available in the publication "Finished Basements and the Fairfax County Typical Finished Basement Details" which can be found online at [www.fairfaxcounty.gov/dpwes/publications/basements](http://www.fairfaxcounty.gov/dpwes/publications/basements). For more information, contact **Brian Foley**, Building Plan Review and Permits Division, DPWES, at 703-222-0114, TTY 711. ■

**October  
is the month for  
the Fairfax County  
Combined Charitable  
Campaign.  
Plan to give  
generously.**

## First county employee diversity conference planned



**Keynote Speaker Maureen Bunyan**

Register now for the first Fairfax County Employee Diversity Conference to be held Nov. 4, from 9 a.m. – 2:45 p.m. in the Government Center conference area, 12000 Government Center Parkway, Fairfax. Titled "Many Faces of Fairfax," this conference will feature a kickoff address at 9 a.m. by keynote speaker Maureen Bunyan, ABC TV-7 news anchor, followed at 10 a.m. by two sessions of hour-long workshops on diversity issues, such as "Cultures in Conflict" and "Master Communication Styles to Know Thyself and Others." The event also includes a noontime musical program in the GC Forum, with door prizes and a free lunch for pre-registered participants, followed by a final afternoon workshop session at 1:30 p.m. For more information on the event, including descriptions of the workshops, check the conference Infoweb page which will be updated periodically. All Fairfax County government employees are eligible to attend with approval by their immediate supervisor. For more information, to request reasonable ADA accommodations, or to volunteer to help on event day, contact staff from the Office of Equity Programs at 703-324-2207, TTY 703-222-5494. ■

## Employee focus

# Telling you where to go

You talk to **Burton Johnson** and he'll tell you where to go! He'll probably even show you how to get there. Burton is a GIS technician in the Geographic Information Services/Mapping Services Branch of the Department of Information Technology. He is the first person a customer usually sees as he is at the counter handling requests for maps and charts. His knowledge of mapping systems, easy demeanor and helpfulness make him the perfect person to assist customers with their requests. He has been with the GIS branch for more than 19 years.

Burton and his wife live in McLean. They are very proud of their two sons, one of whom just graduated from Towson State College and the other who just entered Penn State. His hobbies include collecting model trains and planes, and photography. Some of his co-workers thought he might be a magician with the way he can make one or more hamburgers disappear!

Working with the public is always a challenge. Sometimes he has to help the customer define what he or she really wants in order to

get the products they need. But Burton is a very patient person and the customer leaves satisfied. Keeping up with the changing technology is another challenge.

One of the new services is the online tax maps. Just go to the county Web site at [www.fairfaxcounty.gov](http://www.fairfaxcounty.gov), click on "Maps, facts and stats," then click on "Geographic Information Systems," and then click on "digital map viewer." Maps are in PDF format and can be viewed for free.

When asked what was one of the most unusual requests he ever received, Burton said it was probably the person who wanted a map of downtown Fairfax. "He was very insistent and is



probably still driving around trying to find downtown Fairfax," Burton smiled. ■

**The Board of Supervisors proclaimed September as Fairfax Prepares Month.**

## Did you know...

**Lorrie Bennett**, graphic artist with the Library's Public Information Office, received an Award of Excellence from the National Association of County Information Officers for her project titled, "Life and Times of Reston." The project is now permanently on display at the Reston Museum and Trust.....**Judy Flaig** has completed the Certified Elections Registration Administrator requirements and is among the first 275 people in the nation to become certified in the elections profession.....**Karen Fuentes**, Fairfax County Office of Partnerships, has been selected as an Afterschool Ambassador by the Afterschool Alliance.....**Laurie Eytel**, volunteer services manager with the Department of Family Services, received a glowing recognition from the Northern Virginia Association for Volunteer Administration for her workshop on connecting volunteers through newsletters and volunteer handbooks.....Master Technician **Thomas Griffin** recently was selected as the Fairfax County 2004 Firefighter of the Year, the Department of Fire and Rescue's highest honor.....**Geri Zeithammel**, public health nurse with the Health Department, and **Marna Zok**, health services specialist for the Office for Children Head Start Program, completed the Master of Education in Adult Education at George Mason University.....Deputy Fairfax County Executive **Robert Stalzer** was inaugurated as president of the Virginia Local Government Management Association.....**Barbara Haydt**, **Alice Grossman**, **Jane Brill** and **Lisa Vivian**, all members of the Department of Family Services' Self-Sufficiency Division, were among only 10 people in Virginia to receive certification from the National Association of Workforce Development professionals. ■

## Briefs

## Adult day healthcare Employee of the Year

**Mary Jo Ivan** has been selected as Adult Day Healthcare Employee for 2004 by the Fairfax County Health Department. For almost a year, she has served as interim center nurse coordinator for the Lewinsville Adult Day Healthcare Center. She is the "consummate public health nurse," according to **Shauna Severo**, long term care coordinator for the Health Department. "Mary Jo is a great team player and continually displays initiative to improve the center," said Severo. "For her undeniable commitment to serve the frail, elderly and disabled adults in our community, we offer our thanks."

## Awards deadline

The nomination deadline for the next OPA, Team Excellence and Managerial Excellence Awards is Friday, Oct. 1. Get a form and instructions online at <http://infoweb/HR> or contact **Bob Fitzpatrick** at 703-324-3306, TTY 703-222-7314.

## Backyard compost bin sale

For those county employees who missed our sale in May... the Fairfax County Recycling program is hosting a backyard compost bin sale tomorrow, Saturday, Sept. 18, from 8 a.m. to 4 p.m. in the Giant Food parking lot at 359 Maple Avenue East, Vienna, and in the Home Depot parking lot at 1651 Reston Parkway, Reston. The Earth Machines™ composters will sell for only \$35 plus tax, a significant savings from the regular \$80 retail price. The composter can be seen online at [www.fairfaxcounty.gov/dpwes/recycling/compostbin.htm](http://www.fairfaxcounty.gov/dpwes/recycling/compostbin.htm). For more information, contact **Meredith Eisenberg** at 703-324-5230, TTY 711.

## Employees Advisory Council Fall Craft Fair

The Employees Advisory Council Fall Craft Fair will be held on Friday, Nov. 19, from 8 a.m. - 4 p.m. in the Government Center, 12000 Government Center Parkway, Fairfax. If you are interested in being a vendor, please visit the EAC Web site, at [www.fceac.org](http://www.fceac.org) and download the application and send it in with the \$30 fee per space. Remember, vendors are limited to county employees, retirees and their family members. Contact **Anita Baker** at 703-324-4420, TTY 703-802-3015 for more information.

## Chefs A-Plenty festival

Add some spice to your life at Reston's Multicultural Festival. The festival, which will be held tomorrow, Sept. 18, from 10 a.m. to 6 p.m. at Reston's historic Lake Anne Plaza, features a wealth of gourmet delights to please every palate. In addition to international foods, the festival will feature live entertainment, arts and crafts, children's activities, and educational opportunities from a host of cultures. For further information, contact the Reston Community Center at 703-476-4500 (V/TTY) or visit the festival's Web site.

## Support programs for employees caring for older family members

The Fairfax Area Agency on Aging will be offering lunchtime support group sessions in the fall at the Pennino Building, 12011 Government Center Parkway, Fairfax, and information programs at the Government Center, 12000 Government Center Parkway, Fairfax.

The informal support group sessions will be held on Wednesdays: Oct. 6, Nov. 3 and Dec. 8 in the

Pennino Building, Room 403, from 12:15 - 1:15 p.m.

There also will be a guest speaker at the Government Center on Monday, Sept. 27, and Monday, Oct. 18, from 12:15 - 1:15 p.m. The Sept. 27 program will feature Anne Morris, EdO, OTR/L, speaking on "Devices and Strategies to Make Life Easier for Caregivers." The Oct. 18 session will feature Mary Anne Noland, BSN, RN, speaking on "Communicating with Health Professionals."

For more information on these and other speakers addressing caregivers of older persons, please call 703-324-5184, TTY 703-449-1186.

## MEN-tors needed for boys

Men, for just eight hours a month – typically on weekends – you can volunteer as a BeFriend-A-Child mentor with Fairfax County's Department of Family Services. Volunteers must be at least 21 years old. Careful screening, training and coaching is provided. You'll do one-to-one outings plus great group activities. The next training session for prospective mentors is on Saturday, Oct. 16, from 9:15 a.m. to 4 p.m. in Alexandria. For more information, please contact **Chuck Berlin** at 703-324-7874, TTY 703-222-9452.

## Photo club

If you like photography, then you may be interested in the Courier Photo Club. Comprised of county employees with an interest in digital and film cameras, the club meets each month to exchange ideas and learn from each other.

The next meeting is from 5 to 6:30 p.m. on Tuesday, Sept. 21, in Conference Room 4, Government Center. E-mail [courier@fairfaxcounty.gov](mailto:courier@fairfaxcounty.gov) to be added to the notification list for more information. ■

**"Your Mailbox Is Over Its Size Limit" in Outlook – Part 3**

# Using Personal Folders – Have your cake and eat it, too

Relocating messages to your Personal Folder saves space in your Outlook mailbox storage capacity. There, you can keep, organize and manage your messages without deleting them.

The Folder List Panel should be displayed on the left side of the Outlook Window. If your Folder List Panel is not visible, on the tool bar select View, Folder List.

Your Personal Folder should display in the Folder List. You may have to scroll down to locate. If not located, contact the Technical Support Center at 703-222-3535, Option 1, TTY 711.

Now the fun begins. Single left-click the Plus sign (+) next to Personal Folder and an expanded list of available folders will display. By default there will be a Deleted Items folder. Create additional folders by:

- ♦ Highlighting Personal Folder and then (1) right-click and select New Folder, or (2) Locate File on the Tool bar and select Folder, then New Folder. Enter the desired Folder name. The system will ask if you

want to add the folder to your Outlook Bar; saying No to this option is recommended. If Yes is selected, Outlook will put the icon on the "My Shortcuts" bar.

- ♦ You can create as many folders in your Personal folder as you like.

- ♦ After creating the folder(s), you will need to move (not copy) your selected messages from Outlook to your newly created folders. This can be done by right-clicking and dragging the selected message from your Inbox, Sent Items, etc. and then dropping them in the new folder. You can also highlight the message, right-click and select "Move to Folder" and select the appropriate folder. (The last folder you moved to will be selected.)

- ♦ If you have created any subfolders in Outlook, you should move them to your Personal Folders.

Here are some tips on moving multiple messages.

- ♦ Left-click on the first message and with the shift key pressed left-click on the last message of the group you

## Tech Tip #85

wish to select. Everything between the first click and second click should become highlighted.

- ♦ If the items are scattered throughout the folder; left-click to highlight the first message while holding down the Control key, click on each additional message. Do not let go of the Control key until all desired messages are selected.

- ♦ To highlight all the messages in a folder, select any message in the folder and press Control-A. After making your selection, you can right-click, drag and move the messages to a specific folder in Personal folder, press Delete or Shift-Delete to permanently delete.

Remember, when you delete items from the various folders (Sent Items, Inbox, Drafts, etc.) they will be placed in the Deleted Items folder. Items are not removed until you empty the Deleted Items folder.

The Personal Folder is not available when you are using Outlook Web Access, <https://mail.fairfaxcounty.gov>.

Periodically, you should review the steps in Part 1 on folder sizes.

The next Tech Tip will be on repairing a corrupted Word document. ■

The 12th annual Fall for Fairfax will be held on Saturday, Oct. 2, from 10 a.m. – 4:30 p.m. on the ellipse behind the Fairfax County Government Center. It's another great community festival that involves the whole family. Visit various health, education, fitness and safety exhibits; enjoy entertainment on the Cox



Community Cultural Stage; treat yourself to favorite foods; and participate in family activities, such as scarecrow-making, hayrides, pumpkin painting and a farmers' market. Admission is free. If you have questions, call 703-324-3247, TTY 711 or visit the Web site at [www.FallForFairfax.com](http://www.FallForFairfax.com).

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